

U3A – Port Phillip STRATEGIC PLAN

January 2017 – December 2020

VISION STATEMENT

University of the Third Age Port Phillip (U3APP) is the major local provider of a diverse range of high quality and affordable learning programs, focusing on stimulating subjects for older members of the community.

STATEMENT OF PURPOSE

The University of the Third Age Port Phillip advances the Vision by:

- Promoting life-long learning in the community
- Encouraging members to share their own skills and knowledge
- Providing affordable learning programs to stimulate mental and physical activity and alertness
- Providing a pleasant learning and social environment for members
- Seeking to cooperate with other community groups
- Being recognised as a responsible body
- Actively participating within the broader community.

VOLUNTEERISM IS AT THE CENTRE OF U3A PORT PHILLIP

A critical feature of all U3As is the self-determination and self-help principle. A committee of management is elected annually from the membership, and all administration and tutoring is carried out by volunteers. There is an expectation that every member will, at some time, contribute to the extent that they are able.



Coffee, Cake and Conversation

STRATEGIC OBJECTIVES

Strategic Objective 1: Provision of Quality Courses and Activities

U3APP aims to provide quality courses which address member needs and ensure sufficient facilities to accommodate demand.

Measures of Success	Evidence Source
<ul style="list-style-type: none"> • Course satisfaction rating of at least 75%. • No more than 15% dropout rate from courses • Manage popular classes so that they are 100% full 	<p>Course evaluations Course attendance records Notify members on Waiting list when spaces are available. Explore additional tutors and / or willingness of tutors to run additional classes</p>
<p>Strategies:</p> <ul style="list-style-type: none"> • Limit course participation (for example 2 courses per person per term) in the most popular courses. • Review available CoPP premises listed in the Office for their suitability for particular courses and negotiate additional times with CoPP; • Identify what courses and activities appeal to members (ie. website questionnaire/survey); • Evaluation to be undertaken for all courses; • Develop a train the tutor model to build teaching capacity; • Run short courses (ie 4-6 weeks) more frequently; • Give course preference to voluntary contributors to U3A; • Build capacity for offering online courses, and discussion groups. • Ensure equipment and facilities are appropriate and in working order. 	

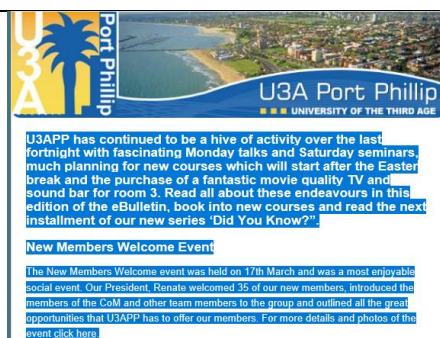


Images from Members Welcome Function

Strategic Objective 2: Effective Communication

U3APP aims to provide communication that is effective, efficient, regular, two-way and multi channelled about U3A activities and relevant other services to current and potential members.

Measures of Success	Evidence Source
<ul style="list-style-type: none"> • Provision of fortnightly e-bulletins with Links to important information and events • Clarity of enrolment and other processes for members • Retention of members – 75% of members renew their membership • Tutors and other volunteers feel that their contributions are appreciated • Membership growth • Attendance at special events • Effective feedback from members • Awareness of U3APP among potential members in our community • Conduct Annual Membership Survey 	<p>Numbers and dates of e-bulletins</p> <p>Positive feedback from members on ease of using Links</p> <p>Enrolment statistics</p> <p>Annual member satisfaction survey</p>
<p>Strategies:</p> <ul style="list-style-type: none"> • Develop a communication strategy to identify the purpose, types and regularity of communication channels required to maintain & expand membership. • Ensure members know and can use the appropriate communication tool to access courses and information as needed • Maintain a Quality Assurance process to maximise the effectiveness and efficiency of communications. • Maintain regular and diverse engagement with members. • Build a welcoming environment and provide ongoing social opportunities for members. • Build and maintain respectful and supportive engagement with tutors to ensure that their needs are met. • Reinforce U3APP philosophy and commitment to its volunteers. 	



U3A Port Phillip e-bulleti

Strategic Objective 3: Strong Stakeholder Engagement

U3APP aims to establish and maintain effective engagement with all key external stakeholders.

Measures of Success	Evidence Source
<ul style="list-style-type: none"> • Good working relationship with CoPP • Mutually beneficial engagement with U3A organisations in our region • Expand networks with organisations that may be able to provide input into our program • Identify potential new venues and target audiences. 	Meetings with key CoPP managers and staff Feedback from members engaging in meetings with U3A Network and with other U3A organisations
Strategies: External partners <ul style="list-style-type: none"> • Foster and maintain regular relationships with CoPP and relevant reference groups (ie. access and ageing and older persons committees), especially regarding buildings, bookings, maintenance and new initiatives; • Maintain strategic partnerships with Men's Shed, Hare Krishna, Mary and Basil, APYAC, Gasworks and Albert Park College especially in relation to linking members to courses and use of resources, tutors and speakers; • Engage with other U3As, in particular the Southern Region U3A's and Melbourne to share information and resources; • Explore potential strategic partnerships with cultural organizations such as NGV, ANAM and other living and learning centres in Port Phillip including garden clubs and Linking Neighbours. • Explore options for strategic alliances with tertiary education institutions and research organisations. 	

Strategic Objective 4: Effective governance and management

U3A aims to provide an effective operating committee and high quality management services.

Measures of Success	Evidence Source
<ul style="list-style-type: none"> • High level of member satisfaction based on a low number of complaints and success resolution of complaints. • 75% member satisfaction with the operations of U3A-PP • Financial management meets best practice standards • Management practices documented 	Complaints data Annual member survey Monthly review of finances by COM and acceptance of the annual financial report at the AGM.

	Feedback from office volunteers
<p>Strategies:</p> <p>Governance</p> <ul style="list-style-type: none"> • Each committee Portfolio to include 2-3 U3A-PP members on it to ensure succession planning and efficiency; • Review of the portfolio system to align key functions with a portfolio area, especially areas such as courses and events; • Each member of the committee will also be a member of at least one Portfolio; • Portfolio areas provide brief reports on issues and progress at each committee meeting; • Establish and maintain current information in an Activity Calendar, capturing essential items such as internal and external functions, COM scheduled absences etc. • An annual report is provided to members reporting against measures of success in this plan. <p>Management</p> <ul style="list-style-type: none"> • Ensure any equipment and resources are adequate and operating effectively; • Maintain a risk management policy and record any untoward actions; • Review and develop as required policies and guidelines based on the <i>Associations Incorporation Reform Act 2012</i>; • Ensure strong and accountable financial management; • Maintain development of IT strategies to current industry standards; • Identify and apply for relevant grants as available. 	

IMPLEMENTATION AND MONITORING OF THE PLAN

This U3APP Strategic Plan is implemented by the management committee. An annual work plan is developed to prioritise actions for the year and progress is assessed at monthly meetings. The committee has a series of the Portfolios to administer key areas of the plan and an annual report against the Strategic Plan is made to members.



Annual General Meeting (AGM) and Committee of Management (COM)